

- h. The dome light in the galley may be used when the galley door is closed.

All reading lights should be flat and flush with the paneling.

Check that the lampshades on the table lamps have their seams facing the wall. If not, turn the lampshade seams toward the wall and tighten the ball. Check the lampshades during the flight as they become unscrewed and the seams move.

The tops of the lamp bases tend to collect dust quickly. Be sure to check them often and make sure they remain clear of dust.

12. Magazines

The current issues of the following magazines should be kept in the right side of the credenza:

- a. Business Week
- b. Details
- c. The Economist
- d. Elle
- e. Elle Decor
- f. Fortune
- g. Gentlemen's Quarterly
- h. New York
- i. Newsweek
- j. Time
- k. Town and Country
- l. Vanity Fair
- m. Vogue

Remove all inserts from the magazines.

Set out a copy of each magazine regardless of whether or not Michael and Matthew have seen it.

13. Music

- a. Make sure that the current Ruehl CDs are playing when the passengers board the aircraft.
- b. The volume dial should be set to the "V" and adjusted according to Michael or Matthew's request.
- c. Turn the music off when opening the cabin door for takeoff; turn the music back on once the door is closed.
- d. For return flights, play the first track on the Gilly Hicks CD and

II. CREW STANDARDS

A. Uniform

The staff uniform provided for each staff member consists of the following:

1. Jeans
2. Polo Shirts
3. Flip Flops
4. A Belt (Males Only)
5. A Winter Coat
6. Hat (Males Only)
7. Gloves (Males Only)
8. Sunglasses (Males Only)
9. Boxer Briefs (Males Only)
10. Sweatshirts
11. Cellular Telephones

All staff will be responsible for laundering their own uniform and wearing all appropriate pieces while working.

1. Winter Coat

- a. The winter coat may be worn to and from work, and any time you work outside of the house.
- b. When it is 50 degrees or colder, all crew members are to wear their coats when going outside. If it is above 50 degrees, no staff member is to wear their coat.
- c. Zip the jacket up to the fourth button from the bottom. The lowest button should be left undone, but the next three buttons up should be fastened.
- d. Flip up the collar on the coat.
- e. The Captain and First Officer should hang their coats on pegs on the rear wall of the crew rest area. The cabin doors should be closed when putting on or removing coats.
- f. Stewards should hang their coats in the Baggage compartment. The doors should be closed when putting on or removing coats.

2. Cologne

The male staff should spritz their uniforms with Abercrombie & Fitch 41 cologne upon arrival at the household and throughout the duration of the shift.

3. Gloves

Gloves should be worn when the temperature is below 40 degrees. Do not wear the gloves while driving.

4. Hats

- a. Hats should be worn when the temperature is below 40 degrees.
- b. Make sure that the brim of the hat is two inches thick.

- c. The brim should be pulled so that it is approximately in the middle of the forehead.

5. Sunglasses

Sunglasses are provided for any staff that will drive Michael and Matthew. All staff must coordinate wearing the sunglasses.

6. Sweatshirt

The sweatshirt is to be worn when in place of a jacket. All staff must coordinate wearing the sweatshirt.

7. Notes

- a. The shirt should be tucked in at the front between the front two belt loops and none of the buttons should be fastened.
- b. The jeans should sit at the hips. The belt is flipped over at the buckle.
- c. Please make sure that your uniform is always clean and in good condition. If you feel that an item of the uniform needs to be replaced, submit a uniform request through The Jeffries Family Office website or notify the Event Coordinator.
- d. When on duty, all staff should carry the staff member's cellular telephone at all times. It is part of the uniform.
- e. While preparing the aircraft, crew members may wear boots only when necessary. They may not wear boots during the flight, when meeting passengers, or when disembarking passengers.
- f. Staff members should be well-groomed. Men are to be clean shaven and are not to wear earrings, necklaces, or bracelets. Watches and wedding rings are permitted.
- g. The Event Coordinator will collect the coats, gloves, and hats from the pilots on May 1 and will distribute them on October 1.

B. Smoking

Smoking onboard the aircraft is prohibited for crew and passengers.

C. Crew Rest Requirements

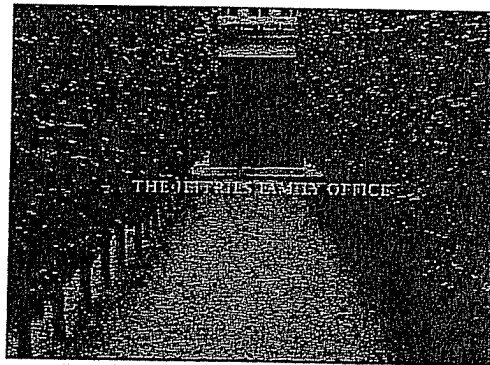
This is a Part 91 operation. The FAA does not require the following rest requirements, but out of concern for safety and well-being for the crew members, Abercrombie and Fitch will honor the following duty and rest requirements:

- 1. Minimum rest before duty will be 10 hours; duty time should not exceed 14 hours.
- 2. Duty time for augmented crew should not exceed 18 hours.
- 3. Duty time is inclusive of commercial air lining, show-time, shut down duties, or any other time spent on the ground in addition to flight time.

III. ABERCROMBIE & FITCH REPORTS

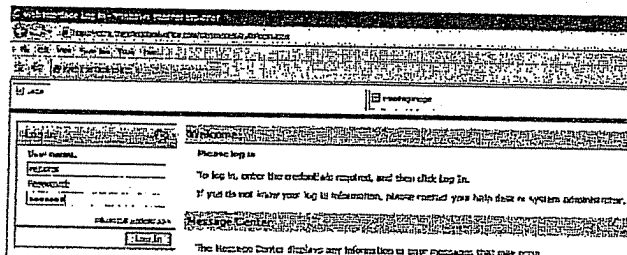
A. Introduction

For Monday through Saturday, Michael receives a daily report, whereas for Sunday, he receives the Weekly Report. Matthew receives a copy of the R2, R6, and Daily Sales reports daily.

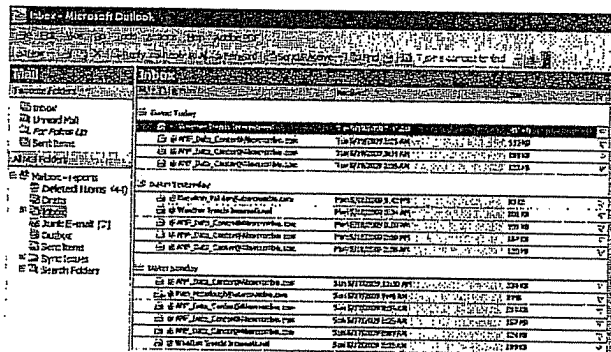
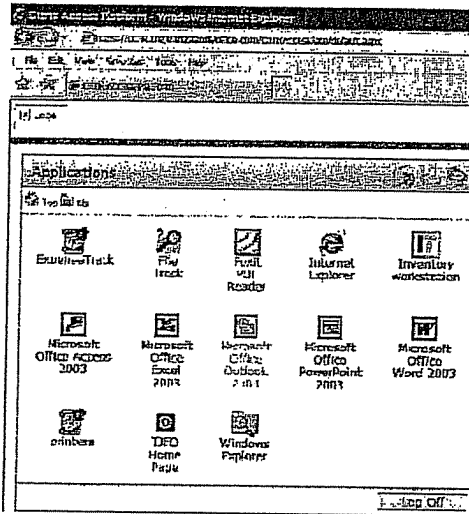


B. Accessing the Reports

1. To access the reports, go to <http://www.thejeffriesfamilyoffice.com>
2. Click on the doors



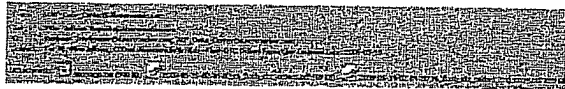
3. Log in:
 - a. User name: reports
 - b. Password: 54Beach (The "B" must be capitalized)



4. Click on the "Microsoft Office Outlook 2003" icon.
5. For each day, there should be seven different files:
 - a. Daily calendar for Michael: Appears in the previous day's inbox. Insert as the first page on top of the reports.
 - b. R6 Report: Print one copy each for Michael and Matthew.
 - c. Daily Sales Total: Print one copy each for Michael and Matthew.
 - d. Daily Sales by Brand: Print one copy each for Michael and Matthew.

- e. Q2
- f. R2: Print one copy each for Michael and Matthew.
- g. Weather Report Europe and USA

C. Printing the Reports



To print the reports:

1. Open one of the report files by double clicking on the file name.

2. Double click on the attachment to open.
3. The report will open in PDF format in a new window. From here, you can print the document.
4. Select "File."
5. Select "Print."
6. In the printer dialogue box, click on the arrow next to the printer name and select "HP2840 Park Drive."
7. Select "Properties."
8. Under the Paper Quality tab, select "Legal" under Paper Options/Paper Size.
9. Select "Landscape" printing option.
10. Print the document.
11. The reports will be available via email at designated times throughout the morning of each day. Do not print the reports on Saturdays unless requested.
12. For Sundays, there is a checklist of the reports and the report times that should be printed and placed in the back of the binder. As the reports are printed and assembled, write the time it finished printing and initial the appropriate box.
13. The following is a list of the reports, with their respective email codes, number of pages, and the times the reports are available to be printed.

a. Monday through Friday – The Daily Reports

Email Code	Report Name	Number of Pages	Report Available By
**Q2	Abercrombie & Fitch Flash Sales by Month Calendar Month Comparison	1	4.00 am
*R2	Abercrombie & Fitch Flash Sales by Store Calendar Month Comparison	13	4.00 am
R6	Abercrombie & Fitch Direct to Consumer Flash Order \$ by Department Week to Date Orders Reported (in 1000) Calendar Month Comparison	1	5.00 am
Daily Sales	Abercrombie & Fitch Total Company	7	5.00 am
Weather	Abercrombie & Fitch Weather Report	2	6.30 am

* Report may exceed the stated size

** Q2 and R2 will be together in one email

b. Sunday – The Weekly Reports

Email Code	Report Name	Number of Pages	Report Available By
------------	-------------	-----------------	---------------------

*R6	Abercrombie & Fitch Direct to Consumer Flash Order \$ by Department Week to Date Orders Reported (in 1000) Calendar Month Comparison	7	3.00 am
	Abercrombie & Fitch Flash Sales by Department Calendar Month Comparison	1	5.00 am
	Abercrombie & Fitch Flash Sales by Store Calendar Month Comparison	13	5.00 am
	Daily Sales	Abercrombie & Fitch Total Company	7 5.00 am
	*A	Abercrombie & Fitch Key Item Planning System Weekly Recap Key Item Plan vs. Actual by Key Items/Combos/Actual Store Sales (A656)	200 7.45 am
Weather	Abercrombie & Fitch Weather Report	2	8.00 am
J2	Abercrombie & Fitch Key Item Planning System Brand Comparison Report	7	10.00 am
W1	Abercrombie & Fitch All Brands Weekly Operation Summary (WOPSUM)	14	12.00 pm

* Report may exceed the stated size

** Q2 and R2 will be together in one email

D. Compiling and Presenting the Reports

The reports should be delivered together.

To prepare the reports, punch the holes and insert the printed reports into the binder as follows:

1. Set up the hole punch by pulling out the silver calibrated slider so that the edge of the hole punch lines up with the 5" mark on the silver calibrated slider.
2. Insert the top of the reports into the hole punch in a landscape format and press on the handle to make the holes.
3. Insert each report in its designated section, placing it after the tab that marks its section.
4. Present the binders to Michael and Matthew.
5. Bring Michael's lucky wallet to him.
6. Add the remaining reports as they become available and place the binder beneath Michael's bedside table.

E. Removing and Disposing of the Reports

- a. Michael usually reviews the reports and takes the binder with him on the aircraft on Monday morning.
- b. Ask Michael or Matthew if the report binder should be removed and the reports shredded.
- c. Ask Michael or Matthew the final destination of the bag and its contents and shade the appropriate box on the bag tag.
- d. All report emails should be deleted the morning following their printing and delivery.
- e. The report binders should be sent on to the household.

F. Useful Contacts

- | | |
|--------------------|--------------|
| 1. Reports Hotline | 614 283 8809 |
| 2. Carrie Meek | 614 402 0204 |
| 3. Kyei Amoako | 614 429 7306 |
| 4. Dan Cutright | 614 283 6609 |

Officer will not greet the passengers.

2. Stewards

- a. For flights with four passengers or fewer, The First Steward should stand behind the forward club seats for boarding. If there is a second steward, The Second Steward should stand at the end of the credenza.
- b. If there are more than four passengers, The First Steward should stand behind the dining table for boarding. The Second Steward should stand in front of the galley door.

B. Guests

1. If there will be guests on board the flight, the Event Coordinator will email the guest information to the crew prior to the flight. The crew should be able to readily identify the passengers by name. There will be a laminated copy of the headshot sheet that can be taped on the extending table in the galley. Keep the sheet out of sight of the passengers at all times.
2. The Event Coordinator will confirm as to whether the guest should be shown to the aircraft, or if they should wait for Michael and Matthew. If guests are disembarking at multiple airports, The First Steward will label the bags and The Second Steward will escort all guests to the aircraft.
3. If they are to be seated ahead of time, the steward will escort them to the seat Matthew usually assumes. If there are more than two guests, the Event Coordinator will confirm where guests should be seated if they are to be seated ahead of time.

C. Dogs Boarding

When the dogs are to fly with Michael and Matthew, load the aircraft in the following order:

1. Upon arrival, the houseman will direct the bags to the Captain and the line guy according to their designated destination
2. The houseman will take the dogs onboard the aircraft, leaving the dogs on their leashes.
3. Once on board, the houseman will hand the dogs to the steward to tend to from there.
4. The houseman will then carry all carryons onboard to be taken directly to the crew rest area.
5. When Ruby and Trouble travel, Ruby will sit opposite Michael in the cabin, in Sammy's seat. When Sammy travels, Ruby will sit in Trouble's seat.

D. Luggage

Ideally, the pilots will receive and load the luggage before the passengers board. If the luggage arrives at the same time as the passengers, a line person will assist. The steward is responsible for any luggage not going in the Baggage Compartment.

VI. IN FLIGHT

A. Request Response

When Michael, Matthew, or a guest make a request, respond by saying, "No problem." This should be used in place of phrases like, "Sure" or, "Just a minute."

B. Take Off

1. When the aircraft is taking off, the stewards should sit in the rear club seats in the galley bulkhead facing forward if the beds are not made up. If the beds are made up, the stewards should sit in the rear two seats of the dining area facing forward. The First Steward should always be more visible to Matthew.
2. If there is a guest on the flight, the stewards should sit at the dining table facing aft for take off.
3. If there are six guests on the aircraft, the flight steward should sit in the rear club seats, facing rear.
4. When there are twelve guests, one flight steward should sit in the crew rest area and the second in the jump seat.

C. Briefings

Do not brief the passengers unless there is a need to divert the flight due to extreme weather.

D. Cabin Calls

If the pilot needs to contact the steward for an issue that is not urgent, call the steward on the cabin phone. If there is an urgent matter, use the call button.

E. Bed Making

When the passengers are sleeping, the stewards should sit in the bulkhead club seats facing aft. One steward should always be in the seats.

If making or disassembling a bed, meal service should be completed first.

1. Bed Assembly

- a. If a bed is to be made up for the flight, they should be made prior to the passengers' arrival, unless there are three or more passengers. The third bed should be assembled during dinner.
- b. If there are no guests, set the larger mattresses on top of the smaller mattresses. Set the beds up on the four aft club chairs with two pillows apiece. The beds should be made up prior to Michael and

VIII. MEAL SERVICE

A. Introduction

It is the steward's duty to make sure that he has enough time to serve a meal smoothly. The steward should let Matthew know when to sit down for meal service, and may need to give cues as to the pace of the meal. If there ends up not being enough time to comfortably serve the dessert or cheese course, do not try to squeeze in the course.

B. Silver

Any silver that will be used during a flight should be polished before use. Used silver should be washed and set aside in a Ziploc bag. When returning from a flight on a Monday morning, all used silver should be polished upon completion of inventory. Use the black gloves for handling and cleaning; use the white gloves for laying the table.

Once a month, all silver on the aircraft should be polished.

C. Table Setting

The linens will be pressed at Two Easton Oval prior to the flight. Dirty linens should be placed in the black laundry bag and stored in the baggage compartment. After a flight, the dirty linens should be returned to the office to be laundered and pressed. Linens are stored in the stewards' pantry at Lane Aviation.

The table should be laid before the passengers come to the table.

1. One medium tray liner should be laid 3.5 inches from the edge of the table.
2. One dinner napkin should be centered on the tray liner so that the embroidery at the bottom of the napkin lines up with the embroidery at the bottom of the tray liner.
3. One luncheon fork should be placed on the left of the tray liner half an inch from the bottom of the tray liner.
4. One dinner fork should be placed to the right of the luncheon forks half an inch from the bottom of the tray liner.
5. One luncheon knife should be placed to the right of the dinner napkin half an inch from the bottom of the tray liner.
6. One dinner knife should be placed to the right of the luncheon knife half an inch from the bottom of the tray liner.
7. One white wine glass should be placed above the tray liner so that the right